SMART WASTE MANAGEMENT SYSTEM FOR METROPOLITAN CITIES

Team Id : PNT2022TMID16091   👤 **Customer Journey**

❶ Phases High-level steps your user needs to accomplish from start to finish	**Awareness**	**Deliberation**	**Espousing**	**Giveaway**
❷ Steps Detailed actions your user has to perform	Online Ads Journals	Know the customer's review	Engage with users	Complete Analysis
❸ Feelings What your user might be thinking and feeling at the moment 👍	Sophosticated	Happy since their reviews are considered	Satisfied While considering about the new technologies	They feel Happy
👎	Lack of Interest	Doubtful	Customers may feel sad due to wastage of time	The users may feel inadequacy
❹ Pain points Problems your user runs into	Customers may misunderstand the procedures	Can't Considerate all the feedbacks	Unable to make the customers all time engaged	Vehicles often visit bins that don't require cleaning leads to traffic Server becomes down due to heavy traffic
❺ Opportunities Potential improvements or enhancements to the experience	Encourage the customers to make our environment clean	Provide a great user experience either online or offline	Expects a product that can improve management of trash Expects fast working of app along with product	Rise of clean environment Successful establishment of smart bins all over the city